

Spec. Code: 4813(0923)
Occ. Area: 03
Work Area: 731
Prob. Period: 6 mo.
Prom. Line: None
Effective Date: 12/4/95

COMPUTER LABORATORY COORDINATOR

Function of Job

Employees in this class are responsible for the daily operation of multiple computer laboratories provided for instruction and general student use in various locations and administered by a central computing facility. The employees work under administrative supervision from a designated manager.

Characteristic Duties and Responsibilities

1. selects, assigns, trains, and evaluates staff and student laboratory supervisors; oversees the hiring and evaluation of student laboratory attendants by student laboratory supervisors
2. develops and coordinates leadership, management, and communication skills training for assistant coordinators, laboratory supervisors, and laboratory assistants; coordinates training in software and hardware, networks, backbone and internet systems, customer service, and processing of administrative information to ensure the consistent implementation of laboratory and university policies and procedures
3. develops and critiques for accuracy documentation regarding computing services, policies, and laboratory environments in laboratory brochures, manuals, and handbooks
4. recommends hours of operation and staffing requirements, based upon faculty teaching schedules and student use, subject to budgetary limitations
5. responds to faculty requests by scheduling times for classes to use laboratories
6. responds to complex inquiries from campus clients in order to provide or clarify information regarding departmental services, policies, and procedures
7. maintains computer laboratory hardware and software operations through coordination with technical support staff
8. monitors and controls computer laboratory equipment and personnel costs
9. recommends, implements, and administers computer laboratory policies and procedures
10. establishes policies and procedures to assure laboratory security and safety

11. prepares reports and recommendations relating to the use of instructional computer laboratory operations
12. evaluates, responds to, and provides summaries of requests from students and faculty to modify/expand/improve/replace computer laboratory services
13. provides input for planning future operations relative to design, layout, equipment, or other considerations and for the improvement of existing facilities by the addition of new equipment or the replacement of old equipment
14. works cooperatively to meet the needs of academic departments and faculty who teach classes in the computer labs
15. performs other, related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. high school graduation or equivalent
2. Any one or combination of the following types of preparation:
 - a) credit for college course work leading to a major in any field
 - b) progressively more advanced/responsible work experience and/or on-the-job training in customer service, marketing, public relations, or other similar experience requiring public contact
 - c) progressively more advanced/responsible work experience working with faculty and students in a college computer laboratory

that totals 1.0 unit according to the following conversion rates:

120 semester hours (or Bachelor's degree) of "a" = 1.0 unit

24 months of "b" = 0.75 maximum¹

36 months of "c" = 1.0 unit

Amounts of training or experience less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

¹Up to 3/4 (or 0.75 unit) of the preparation used to satisfy requirement 2 may be this type of experience; the balance must be supplied by one or more of the other types of preparation listed above.

3. 12 months of personal computer hardware and software technical support work experience providing installation, configuration, and maintenance support for end users, that was gained in the last three years. This experience may be applied towards satisfying “c” in requirement #2 above as well.
4. 12 months of supervisory work experience in customer services, marketing, public relations, or other similar experience requiring public contact, that included responsibility for the hiring, training, and evaluation of staff.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. broad knowledge of microcomputer software, hardware, and networking systems
2. general knowledge of management and administrative systems, including accounting, record keeping, inventory, purchasing, and budgeting
3. ability to communicate and deal effectively with staff, students, and faculty
4. ability to effectively select, train, supervise, evaluate, and motivate staff
5. ability to plan and deliver effective training and development sessions for staff, faculty, and students

Computer Laboratory Coordinator	New
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